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PATENT & TRADEMARK OFFICE

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10/015,968

12/06/2001

Jacob, et al.

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Substitute for Form 1449/PTO <div style="display: flex; align-items: center;"> <div> <h2 style="margin: 0;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</h2> <p style="margin: 0; font-size: small;">(use as many sheets as necessary)</p> </div> </div>				Complete if Known	
		Application Number	10/015,968		
		Filing Date	12/06/2001		
		First Named Inventor:	Jacob, et al.		
		Art Unit	2152-2142		
		Examiner Name	Nor yey <i>Ajay</i> assigned <i>Beth</i>		
Sheet 1	of 1	Attorney Docket Number	4704.P010X		

U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)				
<i>AB</i>		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
<i>AB</i>		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
<i>AB</i>		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
<i>AB</i>		US-	6,298,056 B1	10-02-2001	Pendse	
<i>AB</i>		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
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<i>AB</i>		US-	5,987,102	11-16-1999	Elliott, et al.	
<i>AB</i>		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
<i>AB</i>		US-	5,453,352	09-26-1995	Tachibana	
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		Country Code ³	Number ⁴	Kind Code ⁵ (if known)				

Examiner Signature		Date Considered	12-24-05
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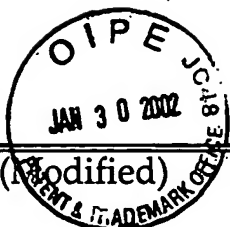
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Form PTO-1449 (Modified)				Atty Docket No.: 4704P010X		Application No.: 10/015,968	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al. Filing Date: December 6, 2001			

REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
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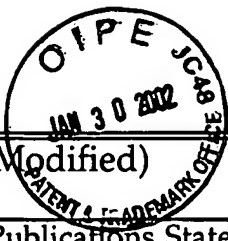
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
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AB	"Applying Technology News", Accounting Technology, February/March 1997, Page 14
AB	Ellen Greenblatt, "Have you ever wondered....", Datamation, October 1997, Page 126
AB	"Information for sale: Commercial Digital Reference and AskA Services", Virtual Reference Desk, September 20, 1999, at www.vrd.org/AskA/commAskA.html

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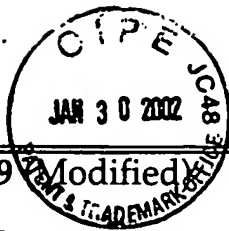
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<i>AB</i>	Joseph Menn, "An Expert? There's Now a Home for You on the Internet", Los Angeles Times [retrieved from http://www.denverpost.com on October 24, 2001
<i>AB</i>	"Walker Digital Issued Landmark U.S. Patent No. 5,862,223 for Global Internet Marketplace for Experts", Business Wire, January 26, 1999
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<i>AB</i>	Infomarkets.com Web Site (www.infomarkets.com)

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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
AB		04/08/97	5,619,725	Gordon			
AB		06/16/98	5,768,348	Solomon, et al.			
AB		01/04/2000	6,011,794	Mordowitz, et al.			
AB		10/10/2000	6,130,933	Miloslavsky			
AB		01/16/2001	6,175,619 B1	DeSimone			
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AB		02/13/2001	6,188,673B1	Bauer, et al.			
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AB	Information about keen.com retrieved from the Internet [URL: http://www.keen.com], on October 24, 2000
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AB	Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from http://news.cnet.com on October 24, 2001]
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AB		5/16/00	6,064,978	Gardner et al.			
AB		4/15/97	5,619,991	Sloane			
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AB		04/24/2001	6,223,165 B1	Lauffer			
AB		03/18/86	4,577,065	Frey, et al.			
AB		07/11/89	4,847,890	Solomon, et al.			
AB		10/15/91	5,058,152	Solomon, et al.			
AB		11/01/94	5,361,295	Solomon, et al.			
AB		11/29/94	5,369,694	Bales, et al.			
AB		03/04/97	5,608,786	Gordon			

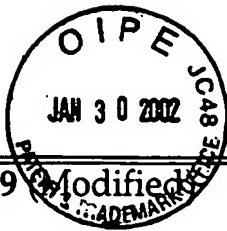
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AB		"Connecting to On-Line Car Shoppers: Auto Sellers Use Netcall Internet Call -Button Technology to Turn Clicks into Interactive Sales", Business Wire, Page 4089., 7/99					
AB		Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96					
AB		Collett, Stacey & Julie King, " Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14					
AB		Information about Expertcity.com retrieved from the Internet [URL: http://www.expertcity.com] on April 9, 2000					
AB		"Rent-An Expert On the Web", Information Week, Page 75, 9/99					

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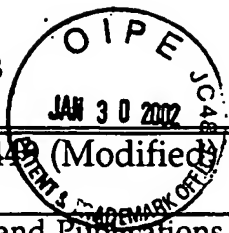
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AB			5,809,145	Slik, et al.			
AB			5,675,734	Hair			
AB			5,619,570	Tsutsui			
AB			5,557,677	Prytz			
AB			4,723,283	Nagasawa, et al.			
AB			4,677,434	Fascenda			
AB			4,631,428	Grimes			
AB			6,064,978	Gardener, et al.			
AB			6,046,762	Sonesh, et al.			
AB			6,029,141	Bezos, et al.			
AB			5,911,132	Sloane			
AB			5,619,148	Guo			

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AB	"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions", Business Wire, 9/98
AB	"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98
AB	Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3), 8/99
AB	"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431., 8/99

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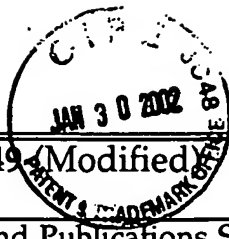
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Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
AB			6,026,400	Suzuki			
AB			5,860,068	Cook			
AB			5,497,502	Castille			
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AB			5,832,523	Kanai, et al.			
AB			6,055,513	Katz, et al.			
AB			5,999,609	Nishimura			
AB			5,987,430	Van Horne, et al.			
AB			5,974,141	Saito			
AB			5,878,130	Andrews, et al.			
AB			5,842,212	Ballurio, et al.			

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AB	Linda Littleton, "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan October 16-19, 1994, Pages 205-210.
AB	L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.
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AB	ISDN Tutorial: Definitions, http://www.ralphb.net/ISDN/defs.html , printed on April 21, 2000.
AB	ISDN Tutorial: Interfaces, http://www.ralphb.net/ISDN/ifaces.html , printed on April 21, 2000.

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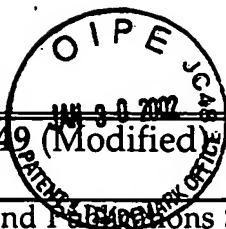
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AB			5,555,298	Jonsson			
AB			5,539,735	Moskowitz			
AB			5,537,314	Kanter			
AB			5,359,508	Rossides			
AB			5,347,632	Filepp, et al.			
AB			5,325,424	Grube			
AB			5,319,542	King, Jr. et al.			
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AB			5,058,152	Solomon, et al.			
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AB	Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.

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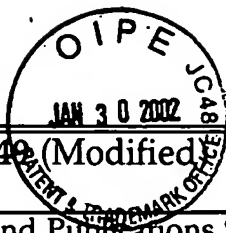
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AB			5,721,763	Joseph, et al.			
AB			5,718,247	Frankel			
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AB			5,694,549	Carlin, et al.			
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AB			5,602,905	Mettke			

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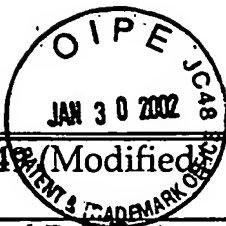
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AB	Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417

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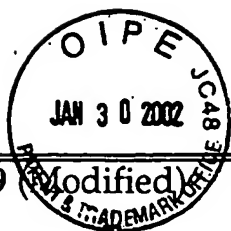
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AB			5,870,744	Sprague			
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AB	For Telephere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88

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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



Form PTO-1449 (Modified)	Atty Docket No.: 4704P010X	Application No.: 10/015,968
List of Patents and Publications Statement (Use several sheets if necessary)	Applicants: Karl Jacob et al.	
	Filing Date: December 6, 2001	

REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
AB			6,058,379	Odom, et al			
AB			6,035,021	Katz			
AB			6,026,148	Dworkin, et al.			
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AB			5,991,394	Dezonno, et al.			
AB			5,982,863	Smiley, et al.			
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AB			5,914,951	Bentley, et al.			
AB			5,907,677	Glenn, et al.			
AB			5,893,077	Griffin			

FOREIGN PATENT DOCUMENTS

Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
AB		WO 98/38558	9/3/98	PCT	PCT Application			
AB		WO 98/13765	4/2/98	PCT	PCT Application			
AB		WO 98/02835	1/22/98	PCT	PCT Application			
AB		WO 97/05733	2/13/97	PCT	PCT Application			
AB		JP409319812A	12/12/97	Japan	Japan Application Taniguchi, et al.			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

AB		The Voice of Technology, Credit World, pp 20-23, Jul 1994
AB		Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994
AB		Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
AB		Information, Bid and Asked, Forbes, 20 Aug 1990, 92

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